



“When you have a bun in the oven the last thing on your mind is whether your virus definitions are up to date”.



Challenge

Despite the server level anti-virus protection already in place Bakers Delight's network fell victim to the Bugbear worm.

Solution

MailGuard outsourced solution was a clear choice, to protect the 225 plus email users from this open stream of potentially contaminated emails.

Benefits

- IT team able to fully protect users within the network and deliver the constant supply of legitimate email
- Users no longer experience frustration of spam, congested networks from large, uncontrolled attachments and fear of viral outbreak.
- Email policies, statistics and a more efficient utilisation of data storage are other important management outcomes.

Despite deploying server-level antivirus protection, Bakers Delight's head office late last year fell victim to the Bugbear worm – a mass-mailing worm that quickly spreads via email and shared network resources while attempting to disable various antivirus and firewall programs.



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The severe impact of the worm, despite the efforts of Bakers Delight's in-house IT department, led information services manager Peter Carrodus to consider outsourcing the organisation's email filtering.

"As an IT department we're a small department, we're a multi-skilled department and we all have to lend a hand in many different areas. I didn't see that as a particularly good model for security," Carrodus says.

Carrodus turned to a third-party company called MailGuard to protect the 225 email users in Bakers Delight's head and regional offices. After a one-month trial, Bakers Delight became MailGuard's 300th global customer and Carrodus is now looking to extend that protection to all its 600 bakeries. Bakers Delight is a franchise bakery that sells 13.3 per cent of all bread retailed in Australia and 8.5 per cent of bread sold in New Zealand.

"Our business relies on email so much because we have so many sites that we have to communicate with, both our regional offices and the bakeries," Carrodus says.

"I think our bakeries handle things well but, at the end of the day, they're in the business of making bread."

While virus protection is Carrodus' number-one priority, he says MailGuard's spam filtering service has more of an impact on day-to-day activities.

"We've noticed an incredible amount has been stopped and that has certainly been well received by our user population. From an IT point of view, we think it's great because it's less garbage in our server logs and less traffic we have to receive."

MailGuard clients need make no changes to their email infrastructure; they need only request their ISP to redirect their Domain Email Configuration to MailGuard's servers, where email is scanned and filtered before being delivered.

While MailGuard's users can customise and closely monitor antivirus and spam filtering via a management console, a third of clients never log onto the console, says MailGuard director Andrew Johnson.

"The common thread through our clients is they don't have a lot of in-house technical skills, or the technical skills they do have in-house are totally focused on moving the business forward," Johnson says.

"They see antivirus and email filtering as not something they want to be spending hours a day on."

MailGuard initially used Blackhole Lists to block incoming mail from IP addresses of suspected spam offenders but soon moved to a weighting system which judges each email on its merits. It is trialling a system that employs Bayesian probability to generate a profile for each customer of a "legitimate email".